Zoom Account Types

Basic

- Anyone can sign up for a basic Zoom account. By default, the participant limit is set to 100 remote attendees. All meetings will time out after 40 minutes.
- Users at Berkeley Lab are automatically provisioned a Zoom Pro Account, if you find yourself with a Basic account, please contact the IT Help Desk (help@lbl.gov) to request an upgrade.
    - You can check the type of account you have by visiting zoom.lbl.gov and clicking on *My Account*; then click on *Profile*, User Type should read "Licensed".

Pro

- Users at the Lab are provisioned a Zoom Pro account.
- To activate your account, download the Zoom desktop application and sign in with SSO.
- If the previous step doesn't work, email the IT Help Desk help@lbl.gov from your lbl.gov email account.
- All the functionality of Zoom is available with the exception of providing toll free telephone connections to your meeting.
- Toll numbers for US and International are provided.

Toll-Free

- If you desire to provide free phone calls for participants in your meetings, you will need to put in a request to help@lbl.gov and provide a Project and Activity ID.
- You will be recharged for minutes your participants use, based on a rate table provided by Zoom.
- The cost per minute depends on the location of your remote participants. To see a list of per minute rates, visit this page: lbnl.zoom.us/zoomconference/rates

Account Features

Feature	Description
Participants	Up to 300 participants (no time limit)
Screen Sharing	Screen sharing is available to any participant (host can lock out screen sharing for a meeting). zoom.us/share
Annotations	Any participant can annotate content on a shared screen. (host can lock this out for participants)
Access	A participant can grant remote access control to another participant - useful for troubleshooting or providing assistance
Room Systems	Traditional room systems can join a Zoom Meeting (call in to the IP address in the event invitation)
Delegate	Users can allow another licensed user to schedule meetings on their behalf.
Google Calendar	Zoom scheduling is integrated with Google Calendar. Download the plugin.
Gmail	Zoom instant meeting invitations use Gmail to send the invitations.
VC Carts	Zoom is on our Video Conference carts (typically used to join a meeting)
	More support...

Webinar Option

Berkeley Lab has a limited number of webinar licenses which can be assigned to a user account for scheduling and hosting a webinar for audience sizes greater than 500 remote attendees. When the webinar has completed, the license will be reclaimed. Email the IT Help Desk (help@lbl.gov) and request use of this license for up to a 2 week period (enough time to practice using the license and conduct the event).